

City of Chattanooga, TN
Personnel Class Specification

Class code 0996

FLSA: Non-Exempt

CLASSIFICATION TITLE: COMMUNICATIONS CLERK

PURPOSE OF CLASSIFICATION

The purpose of this classification is to receive/process requests for emergency/non-emergency assistance and to refer callers to appropriate law enforcement, fire, emergency medical, or other resources.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Operates telephones, communications equipment, and computers associated with police, fire, and emergency medical communications, which may include telephone equipment, radio communications equipment, audio recorder, TTY/TDD machine, computer-aided dispatching (CAD), National Criminal Information Center (NCIC) computer, Information Channel Radio, or other equipment/systems.

Receives, screens, and processes calls received on emergency 911 telephone lines, non-emergency telephone lines, and administrative telephone lines from the public and other police/public safety agencies; evaluates, categorizes, and prioritizes calls; refers callers to proper agency (police, fire, emergency medical, or other agency); provides local directions, referrals, answers to questions, or other information to callers; records/relays messages for law enforcement officers, department employees, other departments, or other agencies.

Dispatches appropriate agency personnel to incident locations; determines nature of emergency, location of incident, number of units needed, and nearest units; dispatches law enforcement units, ambulances, fire fighters, wreckers, utility crews, medical examiner, or others as appropriate; notifies supervisor and appropriate personnel about critical incidents; contacts public works, traffic engineering, water, gas, or other departments as needed.

Maintains communications with all parties involved in emergency situations; monitors status/location of officers and emergency units; assists emergency personnel in locating addresses; provides pre-arrival medical instructions; conveys information between callers and emergency personnel, general public, public safety agencies, utilities, businesses, alarm companies, department personnel, or other individuals/agencies; responds to requests from officers for backup, emergency

units, information, or other assistance; notifies hospitals of major accidents; makes welfare checks on abandoned 911 calls.

Responds to Information Channel Radio requests from law enforcement personnel or other authorized individuals for license plate, driver's license, missing/wanted person, criminal history, warrant, location of individual, stolen property, telephone number, or other information; determines whether persons, articles, guns, or vehicles match description provided in NCIC bulletins.

Operates National Criminal Information Center (NCIC) computer systems to retrieve/update criminal information and motor vehicle/license records; runs inquiries and enters updates on data such as vehicle registration, driver's license records, criminal histories, warrants, stolen property, or missing/wanted persons; obtains/provides background check information requested by authorized personnel; receives NCIC hit confirmations and broadcasts/distributes as appropriate; ensures integrity/security of data and adherence to NCIC requirements.

Performs data entry of information pertaining to telephone calls, radio requests, and other work activities; operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, computer-aided dispatch (CAD), RMS, e-mail, or other software programs.

Performs basic maintenance of computer systems, communications equipment, and general office equipment; inspects equipment for proper operations; monitors equipment alarms to identify problems; performs daily backups of computer data; replaces audio tape, paper, ink or toner; clears paper jams; notifies supervisor of equipment problems.

Monitors multiple channels of radio traffic of other departments and other law enforcement, emergency, and non-emergency agencies to maintain an awareness of activities, respond to radio calls, and provide statewide mutual aid when needed.

Maintains records of calls, work activities, and related information; completes required forms; issues complaint numbers as required; maintains daily logs of wrecker calls, NCIC queries/reports, messages, and other information; maintains current maps, bulletins, telephone lists, directories, procedures, and other reference materials; shreds/destroys confidential/sensitive documents as directed.

Prepares or completes various forms, reports, correspondence, logs, lists, call records, CAD cards, NCIC records, local file checks, or other documents.

Receives various forms, reports, correspondence, lists, rosters, NCIC reports/bulletins, criminal history reports, driver history reports, system user guides, policies, procedures, manuals, maps, street guides, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Provides assistance, information, and/or documentation to other departments or agencies as appropriate; works with federal, state and local law enforcement personnel regarding investigations involving the City.

Conducts research and provides clerical support as needed; locates telephone numbers and addresses; conducts cross-referencing of names, addresses, or telephone numbers; researches and contacts businesses and responsible parties as needed.

Communicates effectively and coherently over radio channels while initiating and responding to radio communications.

Communicates with supervisor, employees, other departments, callers, law enforcement personnel, fire personnel, emergency medical personnel, medical facilities, federal/state/local public safety agencies, court officials, utility companies, wrecker services, government agencies, other counties, the media, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by vocational/technical training in public safety dispatching, radio communications, and personal computer operations; supplemented by little or no previous experience or training; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain valid P.O.S.T. Certified Telecommunicator certification.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as noise extremes or repetitive wrist movement.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Edited: July, 2000